



ACHL Working with Communities Policy (Version 1.0)

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1. Introduction

Aboriginal Community Housing Limited (ACHL) acknowledges that positive relationships and partnerships within local community networks, serve to improve and sustain high quality outcomes for individual clients and the broader community.

2. Aim

To provide a guiding principle in service delivery, work practices, community engagement and community development, which demonstrates the link between positive relationships with the communities we work with and the quality of clients’ lived experience.

3. Principles

3.1. Service delivery

ACHL will work with community members and organisations to support high quality outcomes in service delivery and provide services that meet the needs of clients and are responsive to their ideas and feedback.

3.2. Capacity building

ACHL will maintain positive and collaborative partnerships with the communities in which it operates. ACHL supports development of a diverse and proactive community sector which addresses affordable housing needs and assists clients to live independently and develop skills that they can use to contribute to their community.

3.3. Analysis and program planning

ACHL will ensure that it maintains a current understanding of housing need and community support sector developments which affect housing need. This understanding will inform ACHL's future housing development and business unit planning.

3.4. Community development

ACHL will undertake community development activities that support the aspirations of local communities and clients. Community Development activities will be based on a strength based approach, understanding disadvantage and social injustice and working authentically and collaboratively with clients and communities to identify their needs and aspirations.

4. Related legislation, industry frameworks and standards, ACHL policy and procedures

4.1. Standards

National Community Housing Standards: Section 4: Working with the community
Department of Human Services Standards: Section 1 - Empowerment

4.2. Legislation

Aboriginal Land Rights Act 1983 No. 42 (NSW)
Housing Assistance Act 1996 (COM)
Housing Act. 1983 (VIC)
Housing Act 2003 (QLD)
Queensland Human Rights Act 2019

4.3. Residential Tenancy Acts

Residential Tenancies Act. 1997 (VIC)
Residential Tenancies Act 2010 (NSW)
Residential Tenancies Act 1987 (WA)
Residential Tenancy Act 1997 (TAS)
Residential Tenancies Act 1995 (SA)
Residential Tenancies and Rooming Accommodation Act 2008 (QLD)

4.4. Codes, frameworks and agreements

The National Affordable Housing Agreement
OOH, Homelessness Assistance Program Guidelines and Conditions Funding 2006-2009 (VIC)
Consumer Charter for Community Managed Housing and Homelessness Services
Western Australian Community Housing Regulatory Framework – Performance Outcome 1 – Tenant and housing services, Performance Outcome 3 – Community engagement
National Regulatory Code
Victorian Regulatory Framework
The Human Rights and Responsibilities Charter Act 2006 (VIC)

4.5. ACHL related policies and processes

ACHL Vision, Mission, Code of Ethics and Staff Code of Conduct
ACHL Aboriginal Community Housing Strategy
ACHL Housing and Homelessness Policies and Procedures
ACHL Customer Promise
ACHL Tenancy Manual

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